

(FW)

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Kemal DELIC, et al.) Re: Information Disclosure
Serial No.: 10/768,959) Statement
Filed: January 29, 2004) Group: 2171
For: "MAINTENANCE OF INFORMATION)
RETRIEVAL SYSTEMS USING GLOBAL) Examiner: not yet assigned
METRICS") Our Ref: B-5368 621689-5
) Date: August 31, 2004

Commissioner for Patents
P.O. Box 1450
Alexandria VA, 22313-1450

Sir:

In accordance with the Applicants' duty to disclose information which may be material to the examination of this application, the undersigned respectfully requests that the Examiner consider on the merits the documents listed on the enclosed Form PTO-1449 (modified) before issuing the first Office Action on the merits. Copies of the foreign patent documents and the non-patent publications listed on the enclosed Form PTO-1449 (modified) are enclosed herewith for the Examiner's convenience. Copies of the U.S. patent documents listed on the enclosed Form PTO-1449 (modified) are not enclosed, pursuant to Deputy Commissioner Stephen G. Kunin's Pre OG Notice dated July 11, 2003.

The documents listed on the enclosed Form PTO-1449 (modified) include those cited in the European Search Report for the corresponding European Patent Application No. EP 03290217. A copy of the Search Report (2 pages) is enclosed herewith.

The filing of this Information Disclosure Statement (IDS) shall not be construed as a representation that a search has been made (37 C.F.R. 1.97(g)), an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists.

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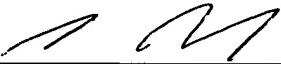
The Applicants believe that this IDS is being submitted before the issuance of a first Office Action on the merits and before the issuance of a Final Rejection or Notice of Allowance. Therefore, no official fees should be due; and this IDS should be considered on the merits. If this IDS is being submitted after the issuance of the first Office Action on the merits and before the issuance of a Final Rejection or Notice of Allowance, please contact the undersigned to authorize a payment of \$180.00 (or any other required amount), which is the fee set forth in 37 C.F.R. § 1.97(c), if the Examiner believes that such a fee is due in order for this IDS to be considered on the merits.

The filing of this Information Disclosure Statement shall not be construed as an admission against interest in any manner. (Notice of January 9, 1992, 1135 O.G. 13-25, at 25.)

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The person making this statement is the practitioner who signs below on the basis of information supplied by an individual associated with the filing and prosecution of this application (37 C.F.R. § 1.56(c)) and on the basis of information in the practitioner's file.

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first-class mail in an envelope addressed to the "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450", on August 31, 2004 by Shana Morda.



Respectfully submitted,



Robert Popa
Attorney for Applicant
Reg. No. 43,010

LADAS & PARRY
5670 Wilshire Boulevard
Suite 2100
Los Angeles, CA 90036
(323) 934-2300

Enclosures: Form PTO-1449 (modified) (1 page)
Copy of Search Report for EP 03290217 (2 pages)
Copy of Non-U.S. Patent documents listed on Form PTO-1449 (modified)

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Form PTO-1449 (Modified)	ATTY DOCKET NO. B-5368 621689-5	U.S. SERIAL NO. 10/768,959
LIST OF PATENTS AND PUBLICATIONS STATEMENT	APPLICANTS Kemal DELIC, et al.	
	FILING DATE January 29, 2004	GROUP 2171

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	ISSUE DATE	NAME	CLASS	SUB- CLASS	FILING DATE or 102(e) DATE IF APPROPRIATE
	5,794,237	8/1998	Gore, Jr.	707	5	

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES/NO
	00/77689 A1	12/2000	WO			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

	Delic, K.A., et al., "Knowledge-Based Support in Help-Desk Environments," <i>IT Pro</i> , pp. 44-48 (January/February 2000).
	Delic, K.A., et al., "Knowledge-Based Support Services: Monitoring and Adaptation," <i>IEEE</i> , pp. 1097-1101 (2000).
	Delic, K.A., et al., "Knowledge Harvesting, Articulation, and Delivery," <i>The Hewlett-Packard Journal</i> , Vol. 49, No. 2, pp. 74-81 (May 1998).

EXAMINER	DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.